

Ref: VTR 1298

E FOI.FOCALPOINT@CSA.GSI.GOV.UK
W www.childmaintenance.orgMr Gareth Davies
request-14079-0d9334f2@whatdotheyknow.com

Date: 13 July 2009

Dear Mr Davies,

Thank you for your e-mail dated 04 July 2009 in which you made a request for information. Your request is being considered under the terms of the Freedom of Information Act 2000.

Request

In order to enable me to make an independent assessment of the causes of complaints against CSA / CMEC I would be grateful if you would forward to me;

1. Any guidance prepared (within the last three years) for managers of CSA debt enforcement teams (or teams of CSA staff charged with collecting arrears) as to appropriate key performance indicators to be used for assessing their team's performance.
2. Any guidance provided (within the last three years) to managers of CSA debt enforcement teams (or teams of CSA staff charged with collecting arrears) as to appropriate key performance indicators to be used for assessing the performance of individual team members.
3. Any guidance provided (within the last three years) to managers of CSA debt enforcement teams (or teams of CSA staff charged with collecting arrears) as to appropriate reasons for instituting individual performance improvement plans with individual team members.
4. The definitions of all key performance indicators currently used with CSA debt enforcement teams (or teams of CSA staff charged with collecting arrears).
5. The numbers of CSA staff disciplined as a result of a finding of maladministration against them for each of the last five years.

Your request was received on 6 July 2009. You can expect a reply therefore by 3 August 2009, unless I need to contact you to clarify your request, or the balance of the public interest test needs to be considered. If you have any queries about this matter please feel free to contact the Freedom of Information Act Focal Point by letter or e-mail using the contact details above.

Child Maintenance and Enforcement Commission
Freedom of Information Act Focal Point